Forums Held December 1-3, 2003
       December 12, 2003
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		1/6/2004 – MODIFICATION TO ORIGINAL PROPOSAL - Qwest will notify the CLECs when the batch has started via the new web-based status tool. The Trap and Trace option will also identify when the batch begins. 1/6/2004 - Qwest will submit a change request to Change Management as soon as it has fully defined the requirements for the status tool. There are clarification meetings that are held to accommodate CLEC input prior to submitting the CR.	Trap and Trace proposal back to its operational people and will get back to Qwest on whether or not it will close the issue of notice of commencement/completion of the batch/status of batch. CLECs may need to plan certain batch hot cuts for customers with alarm circuits or CPE (Eschelon – p. 13)	the email address for their BHC-ZCID project. The QCCC will build a table unique to the Batch process with the BHC-ZCID and designated email. Therefore,, this email address will be dedicated only to these orders. 1/6/2004 – IMPASSE PENDING on e-mail notification issue as to AT&T and McLeod – both companies taking back issue of status tool and Trap and Trace as notification vehicles in lieu of e-mail or other "push" technology.	communications between Qwest and the CLEC on order status. (See Related Issues P-23 & 24) IMPASSE as to Eschelon Request - regarding designating a time for customers with CPE or alarm circuits being something less than coordination that could be accommodated by the Batch Hot Cut process. 1/6/2004 – MCI agrees issue regarding e-mail notification can be CLOSED.
P-4	Can the CLECs request a "Batch Hot Cut" with coordination?	The Batch Hot Cut process is for basic installations only. If a CLEC wants to order a coordinated installation, it should use the standard coordinated hot cut process.	The Batch Hot Cut process should include options for both a coordinated hot cut and a frame due time option. (MCI – p. 5).	CLOSED - All existing installation options, in addition to Batch Hot Cut, are available to CLECs Closed as to MCI – Sherry Lichtenberg Closed for AT&T - Rick Wolters	CLOSED - All existing installation options, in addition to Batch Hot Cut, are available to CLECs Closed as to MCI – Sherry Lichtenberg Closed for AT&T - Rick Wolters
P-5	Whether the Batch Hot Cut process should include loops provisioned over IDLC.	IDLC loops are handled using the standard hot cut process. Orders that are provided over	IDLC should be included in the hot cut process. (AT&T – p. 16-19); (MCI – p. 4); (Eschelon – p. 15); (McLeod at 1)	IMPASSE - as to including IDLC loops in the batch - MCI (but MCI will consider Qwest's proposal to provide the IDLC information in advance of requirement to transition)	12/12/2003 - IMPASSE - as to including IDLC loops in the batch - MCI

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| | | IDLC are C-Jeop'd back to the CLEC if those orders are included in the Batch. To include these types of orders in a Batch eliminates the efficiencies the Batch process was designed to provide (due to requirement to roll a truck)

Qwest will convert 10 UNE-Ps that are provisioned over IDLC loops per day per Remote Terminal within a Qwest Network Manager's area.

Qwest will provide CLECs with an electronic spreadsheet of all CLEC customers, by central office, that are served via IDLC. Timing – for those markets where there is a finding of "no impairment," the spreadsheet will be provided to CLECs prior to the time when they must transition their lines.

Response to AT&T proposal – to handle in that manner, requires manual intervention and additional steps that impact efficiencies the Batch Hot Cut was designed to provide. | MCI would propose building a look-up table in Qwest OSS and reject those orders when they are submitted and providing information regarding IDLC and RT location. (MCI – Forum)

AT&T proposal – AT&T is not proposing that IDLC be a part of the batch – what they are proposing is that when CLECs send over UNE-P's for conversion that Qwest identify whether the service is provided over IDLC, have those orders drop out of the Batch and automatically convert them under the standard hot cut process.

If IDLC results in delay of customer migration to UNE-Loop, will Qwest continue to charge UNE-P rates until that customer can be migrated? (Gates – MCI – Forum) | 12/12/2003 – Remains at IMPASSE

IMPASSE - as to action to be taken when loops submitted by the CLECs are provisioned over IDLC – should those orders automatically move to standard hot cut or should the order be c-jeop'd back to the CLEC by Qwest

CLOSED– 12/10/2003: CLEC would be billed the UNE-P rate until the completion and acceptance of then UNE-Loop service conversion. | 12/12/2003 - IMPASSE - as to action to be taken when loops submitted by the CLECs are provisioned over IDLC – automatic move to standard hot cut or c-jeop of the order by Qwest

CLOSED– 12/10/2003: as to the MCI question regarding what rates would apply pending migration of the CLEC to UNE-Loop. |
| P-6a | Whether the Batch Hot Cut process | Line split loops are not included in the batch process, rather they | Line splitting should be included in the hot cut process. (AT&T – p. | 12/3/2003 - OPEN – Qwest and Covad will meet to create a diagram | 12/12/2003 IMPASSE as to both P-6a and P-6b– for MCI, Covad, |

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P-6b	should include line split loops. Whether the Batch Hot Cut process should include UNE-P with ancillary DSL.	are handled using the standard provisioning process. Requires changing the service from a non-design service to a design service – thereby eliminating some of the efficiencies the Batch process was designed to provide.	16-19); (MCl – p. 8-9); (Eschelon – p. 15); (Covad – p. 4); Covad agrees that this issue applies for the embedded base only and does not apply for new line splitting/loop splitting orders (Covad – Forum)	depicting the various network connections required in a Line Splitting/Loop Splitting arrangement. – Diagrams completed – see BHC Forum Exhibit 4	Eschelon & AT&T
P-7	How does the Batch Hot Cut process address situations where the end-user customer is served via exchange cable?	Batch Process will not include situations where customers are served via exchange cable because it cannot be unbundled – it is a truck side connection. CLECs can, however, use an EEL or they can collocate in the remote office. If CLECs are collocated in the remote, they can participate in the batch process	A batch appropriate process should be provided to address these situations (Eschelon MN- p. 11) Currently, Qwest rejects orders when the customer is served via exchange cable (Eschelon – Forum)	12/3/2003 OPEN - Qwest will provide a technical reference where exchange cable is defined/explained. CLECs will then review that information and provide position at next meeting of the Forum. 12/12/2003 Qwest will provide information at 12/19/2003 meeting of the Forum 12/17/2003 – Qwest Response: EX Cable - EX cable is cable that is identified due to its origination from a remote office switch. This cable cannot be assigned from the Host office as there is no assignable connection between the host and remote switches. To access EX cables as Unbundled Loops a collocation must be established at the remote location. 12/19/2003 – Further Qwest Response – Qwest will post a	1/6/2004 - AT&T and MCI agree to CLOSE as to the issue of end user customers served via exchange cable not being included in the batch process.

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				diagram of this situation prior to the next Forum.
			Provide URL that contains a listing of the locations for all Qwest remotes sites (Clauson – Eschelon – Forum)	1/6/2004 – Qwest provided Exhibit 8 – which is a diagram of EX cable. Qwest will clarify in which remote collocation arrangements CLECs can use the batch hot cut process. 12/10/2003: The principle question coming from discussion at the Forum involved exchange cable and was: in a situation involving a host/remote switch relationship where an umbilical connects the host to a remote switching unit in the same Wire Center, can the Batch Hot Cut process be used? The answer depends on whether the premise that houses the remote switch is in a wire center where there is sufficient capacity such that no field technician dispatch is required. If a field dispatch is required, the Batch Hot Cut process may not be used; if not, it may be used so long as the prerequisites for a batch are satisfied for that wire center. It should be noted that in this instance, it is mandatory that the CLEC be collocated in the premises containing the remote switching unit.

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				Qwest posts information on remote switches on the ICONN database www.qwest.com – Wholesale – Network Databases. It lists all of the host-remote relationships. Network Disclosures are also posted on the website and would include plans for future remote deployments. Information is also available in the Raw Loop Data Tool (RDLT). 12/10/2003 Information on Qwest remote switching sites can be found on the ICONN database – and can be searched by an entire state or by a specific CO within a state. If the 9th character of the CLLI is an "R" it is a remote or you can chose the "host/remote" correlation report at URL: http:www.qwest.com/cgi-bin/iconn/iconn_centraloffice.pl?function=3	
P-8	Whether the Batch Hot Cut process applies if an outside technician dispatch is required.	The Batch Hot Cut Process is limited to use of existing facilities that do not require an outside technician dispatch. It is Qwest's position that the efficiencies gained in the batch hot cut process would be lost if outside technician dispatch is required.	If the assumption that the batch process will be limited in every case to situations that do not require an outside technician dispatch, this is still an open issue for Eschelon	12/3/2003 OPEN – Eschelon will consider whether they will continue to pursue this position in light of discussion at 12/2/2003 meeting of the Forum. Eschelon will provide feedback at the next meeting of the Forum.	12/12/2003 – IMPASSE for Eschelon as to the issue of including in the batch those orders that require an outside technician dispatch.

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| P-9 | How does the Batch Hot Cut process address CLEC-to-CLEC migrations? CLEC-to-ILEC? CLEC UNE-P to UNE-L (same CLEC) CLEC UNE-P to UNE-L (different LEC) | Qwest will utilize the same overall Batch Hot Cut process in each situation to the extent that conversion volumes are sufficient to qualify as a batch. Batch Hot Cut Process does not apply to situations in which a facilities-based provider has overbuilt Qwest facilities. This situation would be a New order and, therefore, not considered as a candidate for the Batch Hot Cut Process. For conversions from UNE-L to UNE-L (different CLECs) – Qwest would only move the facility from one CLECs collocation to the other CLECs collocation and this would be included in the batch hot cut process. For CLEC to ILEC conversions (winback) –will not be included in the batch process. | Qwest needs to explain how it will incorporate CLEC-to-CLEC migrations into a batch project. (AT&T – p. 19) Qwest must define "sufficient volumes" for CLEC-to-CLEC migrations. (MCI – p. 7) CLEC to CLEC migrations must also be included in the Batch Hot Cut process, in addition to Qwest Retail to UNE-L; Resale to UNE-L; Centrex/1FB to UNE-L. (McLeod – p. 1) | | 1/7/2004 - CLOSED - MCI – agrees to close this issue – Sherry Lichtenberg AT&T – agrees to close this issue – Rick Wolters McLeod – agrees to close this issue – Patty Lynott |
| P-10 (See also P-1) | Order placement methods, flow-through and service order accuracy | CLECs submit their orders for a Batch Hot Cut using the existing LSR process, with the "BHC" plus CLEC ZCID project number, whether that is through the GUI or EDI interface. | 1, CLECs should be able to use either EDI or GUI to submit orders. 2, CLECs should not be required to manually generate spreadsheets. 3, Orders should flow through. (MCI-p. 5 & 9); (McLeod at 2) | MCI agrees to close as to the first 3 sub-issues (in CLEC Position column) McLeod agrees to close the first 3 sub-issues pending discussion of scalability issue. | 12/12/2003 - MCI agrees to close as to the first 3 sub-issues (in CLEC Position column) 12/12/2003 - McLeod agrees to close the first 3 sub-issues pending discussion of scalability |

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		Qwest response to sub-issues in CLEC Position Column:	4. Efficient submission will likely require development of new ordering capabilities – sending individual LSRs for multiple orders should not be considered a "batch." . (Eschelon p. 12) Clarification by Eschelon – Eschelon would like Qwest to put in place an interface to the GUI and EDI for Batch Hot Cuts that would take the place of LSR-by-LSR entry. Or, in the alternative, give CLECs the capability of sending an electronic spreadsheet directly to the QCCC. (Eschelon – Forum)	12/3/2003 - On Sub-Issue 4 - Eschelon will take back and determine if it will continue to pursue asking for an alternative to submitting individual LSRs e.g., spreadsheet functionality. 12/12/2003 - Given discussion at last Forum, Qwest position is that taking a mechanized process and taking a step backward to a manual spreadsheet or to re-mechanize in another fashion is not something Qwest is willing to make a part of the Batch Hot Cut Process.	issue. 12/12/2003: IMPASSE as to ESCHELON issue (#4) – regarding alternative to submitting individual LSRs e.g., spreadsheet functionality.
		1. CLECs can use either EDI or GUI to submit batch hot cut orders. 2. CLECs will not be required to manually generate spreadsheets 3. Batch Hot Cut Orders are flow-through eligible. Batch Hot Cut LSRs will flow-through in accordance with existing flow-through standards. 4. The LSR process is appropriate for use with the Batch Hot Cut process. Because of quality and cost issues, Qwest will not pursue development of an interface.			
P-11	Order in which lines are cut over	To achieve efficiencies, the process does not permit CLECs to determine the order in which lines are cut over.	CLECs should be able to specify the order in which lines are cut over e.g., customers with multiple CSRs (Eschelon – p. 13 MN p 9)	12/3/2003 - OPEN - Eschelon will take back to determine if they are going to continue to pursue this capability. 12/12/2003 - Eschelon continues to request this capability. Because CLECs must use the related PON process to submit such LSRs, Qwest	12/12/2003: IMPASSE as to Eschelon issue regarding CLEC ability to determine the order in which lines are cut over in the batch.

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				should develop a spreadsheet for the batch so that related PONs are worked consecutively. Eschelon believes a PON format could be developed to indicate sequence for this purpose. 12/12/2003 - the efficiencies gained in the Batch Hot Cut Process include permitting the central office technician to perform work in the most efficient and effective way possible: specifying the order in which lines are cut over, when those lines may be on multiple blocks on the frame, reduces the efficiencies of the process.	
P-12	Impact on Batch Hot Cut Process of migration by telephone number change request	The "migrate by TN" capability covered by CMP CRs SCR061302-01 and SCR022703-18 address only orders where the "to" product is UNE-P.	Batch Hot Cut process should allow CLECs to "migrate by telephone number." (MCI – p. 10) MCI views this as a critical requirement (MCI – Forum)	12/3/2003 - OPEN – pending Qwest take back on technical capability issues associated with making TN migration capability available for batch hot cuts. 12/10/2003 Qwest Response: There is no technical limitation precluding Qwest from modifying the edits in IMA to allow CLECs to enter TN and SANO for UNE-P to UNE-Loop conversions. Systems changes to accomplish this modification are required to go through Change Management. MCI submitted a CMP CR (SCR120403-01)	1/6/2004 – IMPASSE as to MCI issue of not providing CLECs with the capability, in the Batch Hot Cut process, to "migrate by telephone number and SANO"

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				requesting this change on December 4, 2003.	
				There is, however, a technical limitation that would prevent migration by TN from UNE-Loop to UNE-Loop as in that instance, the TN does not reside in Qwest databases.	
				12/12/2003: Further Qwest response: This CR would be eligible for inclusion in IMA Release 16.0 which is tentatively scheduled for August 2004. To have it declared as a *regulatory* CR, requesting party must provide the docket number and verbiage from the regulatory order in that docket that mandates the activity.	
				QWEST WILL TAKE BACK the questions of whether or not it considers this a regulatory mandate? If so, would Qwest oppose the change? Is it an option for the CR to be escalated in its implementation to a release sooner than IMA 16.0 via the CMP exception process?	
				1/6/2004 – As to MCI's question about whether Qwest will support or oppose the "migrate by TN" CR as a regulatory change – Qwest will	

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				embrace the spirit of a Commission order that may, at the end of the 9 month proceeding, direct such a change –it cannot support "migrate by TN" as a *regulatory* change because in order to be a *regulatory* change, the requirement must have a docket number **and** order associated with it. Qwest is not including the "migrate by TN" in its current Batch Hot Cut proposal because it is not a capability that is specific to batch hot cuts. However, Qwest will not oppose the MCI CR SCR061302-01 and SCR022703-18 (that deal with the TN SANO capability generally) in the CMP .	
P-13a See also P-1, P-2 and P-3	Does Qwest take orders for a Batch Hot Cut on a first come first served basis?	Batch Hot Cut orders will be processed by due date as assigned by Qwest OSS. 1/6/2004 – Due date scheduler will facilitate taking orders on a first come-first served basis.	Qwest must process batch orders on a first in-first out basis and must send both electronic and on-line notification to CLEC within one day of reject or if busy CFAs are found. (MCI p. 12)	12/3/2003 OPEN – Qwest will take back questions around what is involved in the negotiations process and what happens if the CLEC fails to place their orders – do they lose their slot? Will Qwest assess some sort of penalty?	1/6/2004 – MCI. AT&T, Covad & AT&T agree to close 13a.
P-13b	If Qwest will miss a due date, will jeopardy notice issue?	Yes. A jeopardy notice will be sent to CLEC on the day of the cut. If there is a Qwest jeopardy in a batch that takes the batch below 25, the entire batch will not be jeopardized.	Priority levels may be designated so that CLECs are aware of which services are in jeopardy due to the processing of a Batch Hot Cut. (Eschelon – p. 15)	12/3/2003 - OPEN	1/6/2004 – MCI, AT&T, Covad and McLeod agree to CLOSE 13 b.
P-14	How will the spreadsheet in Qwest's proposal be	The systems within QCCC will electronically produce a spreadsheet for internal Qwest	AT&T supports the use of an electronically prepared spreadsheet developed by Qwest's OSS based	12/3/2003 OPEN	1/6/2004 – AT&T, McLeod, Covad and MCI agree to CLOSE this issue.

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	prepared and used? How will it be distributed? How will it be synchronized with CLEC LSRs and Qwest service orders?	use. Spreadsheet will also be distributed electronically to CLECs for use as a tool for the cut. The systems within QCCC will synchronize the LSRs with the service orders. 1/6/2004 – MODIFICATION TO ORIGINAL PROPOSAL – Spreadsheet is no longer relevant. Qwest will now notify the CLECs when the batch has started via **the new web-based status tool**. The Trap and Trace option will also identify when the batch begins. 1/6/2004 - Qwest will submit a change request to Change Management as soon as it has fully defined the requirements for the status tool. There are clarification meetings that are held to accommodate CLEC input prior to submitting the CR.	on information supplied on batch project LSRs. AT&T opposes manually created spreadsheets. (AT&T – p. 9) Eschelon believes that the spreadsheet process will result in LSRs falling out for manual handling, and thereby increase the likelihood of hot cut trouble. (Eschelon – p. 16)		
P-15 (See also P-16)	Can a CLEC modify a pending order for electronic provisioning?	Once an order is placed into a batch carrying a committed due date, CLECs may modify the pending order by notifying Qwest via a supplemental order identifying the change.	What happens when a CLEC needs to issue an interim order to make a change on an existing customer's account which is pending in a batch?	1/6/2004 – Qwest follow-up - Two situations (1) if a CLEC's existing UNE-P wants to submit a feature change while the account is pending in a batch hot cut, the CLECs can submit an order requesting such a	1/7/2004 – MCI agrees to CLOSE 1/7/2004 – McLeod agrees to CLOSE

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				feature change.	1/7/2004 – AT&T agrees to CLOSE
				(2) In those cases where there is an order pending in a batch hot cut, and the customer requests a provider change, then Qwest will perform the provider change and remove the pending order from the batch order. (See also P-16)	1/7/2004 – Covad agrees to CLOSE.
				1/7/2004 – MCI question - If there is a change in status to a pending migration during the time the LSR for the migration is in the queue, and another order came in adding line splitting to that service – will the order for line splitting be added or rejected? QWEST RESPONSE: If a disconnect request is pending against a UNE-P account, any requests to modify that account will be rejected.	
P-16 See also P-15	While a customer's line is in the Batch Hot Cut provisioning stream, can the customer switch to another carrier?	1/6/2004 – Related to P-15 See Qwest position in P-15 above.	Clarify what happens in the batch process where the customer has churned over to another carrier during the pendency of the batch order. (AT&T- p. 20) The process should not allow any order activity against a customer's account while it is in the Batch Hot Cut process. (MCI – p. 12)	12/3/2003 OPEN - Qwest will take back the question of having the capability of permitting the subsequent order on a customer's line be able to process rather than having the customer move to the loop and then over to the new provider. 1/6/2004 – See P-15 above.	1/7/2004 – MCI Agrees to CLOSE. 1/7/2004 – McLeod agrees to CLOSE 1/7/2004 – AT&T agrees to CLOSE 1/7/2004 – Covad agrees to CLOSE.
P-17	Should the process	Due to the re-design of the	Permitting the CLEC to change the	12/3/2003 OPEN - Qwest will take	1/7/2004 – Based on Qwest's

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| (See also P-18, P-19 & P-28) | allow for same day pair changes? | circuit and time constraints to get the design accomplished, same day pair changes will need to follow the standard hot cut process. | CFA if there is no dial tone on the day of the cut should be allowed. (Eschelon – p. 17) | back – investigate whether the process can be modified to permit CLECs to change the CFA on the day of the cut in the event they receive a jeop notice of a no dial tone condition.

1/7/2004 – Qwest position is that it will not permit same day CFA changes for the reasons stated in the Qwest Position column.

1/7/2004 – AT&T believes this issue is at impasse since Qwest is unwilling to do a dial tone check on DVA date coupled with Qwest's position that it will not permit same day CFA changes (which is a solution for CLECs to remedy a no dial tone situation on the day of a cut)

1/7/2004 – McLeod position is that there should be an exception process that Qwest and the CLECs can work through to work the order on the day of the cut in the event of defective CFAs. McLeod will provide an order of magnitude as to when this happens.

1/7/2004 – Qwest will take back and discuss over the morning break to see if there is an alternative solution. | counter-proposal. AT&T agrees to CLOSE this issue. Still have an issue on whether the web-based status tool is the appropriate method of notification. (See Issues P-3 & P-24)

1/7/2004 – Based on Qwest's counter-proposal, McLeod agrees to CLOSE this issue.

1/7/2004 – Based on Qwest's counter proposal, McLeod agrees to CLOSE this issue.

1/7/2004 – Based on Qwest's counter proposal, Covad agrees to CLOSE this issue. |

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| | | | | 1/7/2004 – **afternoon session** – Qwest response: based on CLEC concerns, Qwest's counter-proposal is that, in a 7-day interval –order submittal on day 0 and FOC also on Day 0 if Order is received before 7:00 p.m. CLECs will have translations work complete by midnight on Day 1 the Record Issue Date (RID), Qwest will perform its pre-wire work on days 2-3, will test for dial tone, and will notify the CLECs, via the web-based status tool of any "no dial tone" situations. If the "no dial tone" situation is as a result of translations, then CLECs have until the end of Day 6 to remedy. If the "no dial tone" situation is as a result of a defective CFA, CLECs have until 7:00 p.m. on Day 4 to supplement their order with the new CFA to permit the order to remain in the batch. On Due Date, Qwest will perform a dial tone & ANI test and, if there is no dial tone at that time, the order will go into a customer not ready jeopardy status and will be removed from the batch. (Counting for interval purposes begins on Day 1.) SEE BHC Forum Exhibit 10 for timeline diagram. | |

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				1/7/2004 – MCI - Subject to seeing the process in flow-chart form, MCI supports this new proposal as good process. 1/7/2004 – AT&T position is that this is an improvement from a dial tone check and CFA change perspective. AT&T needs to take back the issue of how the requirement to have translations established by midnight on Day 1 is something that can be accommodated by AT&T's processes. As to these modifications and their impact on the status tool, AT&T doesn't want to deal with different systems and interfaces – prefer to keep things on EDI from a statusing perspective. The web-based status tool requires CLECs to check 100% of the orders, e-mail, conceptually, requires CLECs to query orders only on an exception basis. 1/7/2004 – McLeod finds that the new proposal works well to resolve the Dial Tone and CFA issues. McLeod still wants to discuss the interval associated with the Batch.	

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				1/7/2004 – AT&T will have the switch translations done within the timeframe provided for in the proposal. AT&T agrees there is sufficient time to remedy no dial tone situation and CFA issues. 1/7/2004 – MCI also finds the new proposal acceptable. 1/7/2004 – Covad finds the new proposal acceptable.	
P-18 (See also P-17, P-19 & P-28)	What is the appropriate time to pre-wire the CLEC CFA?	12/19/2003 – In response to CLEC feedback during the Forum, Qwest has agreed to move the pre-wire of the CLEC CFA to the Design, Verify and Assign date	Pre-wiring must have at least one (1) day lead time from the batch project due date. (AT&T – p. 8)		12/19/2003 – CLOSED Sherry Lichtenberg on behalf of MCI agrees to close. Karen Clauson on behalf of Eschelon agrees to close. Rick Wolters on behalf of AT&T agrees to close.
P-19 (See also P-17, 18, & P-28)	What is the appropriate timing for Qwest to perform a dial tone check?	Qwest proposes that technicians perform test for dial tone on the day of the cut and require CLECs to remedy any "no dial tone" situation within one hour.	Performing this test on the day of the cut leaves insufficient margin for error. One hour is often not sufficient time to resolve a lack of dial tone issue. (AT&T – p. 9) MCI requests dial tone check 2 days prior to cut. (MCI – pp. 10 & 12) Eschelon wants the dial tone check 48 hours in advance, and believes the one hour window to remedy issues may be insufficient.	12/19/2003 – IMPASSE as to 48 hour dial tone check 1/7/2004 – Re-opened – CLECs want Dial Tone check done at due date minus 2 and that it would be a reasonable compromise, if that check is performed, to automatically pull the order from the batch if there is no dial tone on the date of the cut (no 2 hr. window for CLECs to remedy on day of cut) Qwest agreed to take back over the morning break	1/7/2004 – Based on Qwest counter-proposal (See Issue P-17), AT&T agrees to CLOSE this issue. 1/7/2004 – Based on Qwest counter-proposal (See Issue P-17), MCI agrees to CLOSE this issue. 1/7/2004 – Based on Qwest counter-proposal (See Issue P-17), McLeod agrees to CLOSE this issue.

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				(Eschelon – p. 17)	1/7/2004 – See Qwest counter-proposal at Issue P-17	1/7/2004 – Based on Qwest counter-proposal (See Issue P-17), Covad agrees to CLOSE this issue.
P-20	Requirement for Central Office Technician to call RCMAC to work the disconnect of the UNE-P line	The Central Office Technician does not call the RCMAC today. This is not customer service impacting. As long as the port has been set and the CLEC performs its LNP work, the customer will have the ability to receive calls even if the disconnect work at the RCMAC has not completed.		Proposed Batch Hot Cut process eliminates the central office technician's call to the RCMAC to work the disconnect – results in customer working on two switches for a period of time – and inability to receive calls. (Eschelon MN P. 12)	12/3/2003 OPEN 1/7/2004 – today the CO technician does not call RCMAC to execute the disconnect order. Eschelon's statement that the customer is served by two switches for a period of time is inaccurate. Qwest presets its triggers and when the CLEC executes its subscription to port will occur.	1/7/2004 – MCI agrees to CLOSE. 1/7/2004 – AT&T agrees to CLOSE. 1/7/2004 – McLeod agrees to CLOSE. 1/7/2004 – Covad agrees to CLOSE.
P-21a	If one line is removed from the batch, and that line is part of a multi-line customer, should all lines for that customer be removed from the batch?	Multi-line customers have related orders on a single LSR. If one of the lines has no dial tone and CLEC is unable to resolve the no dial tone issue, all related orders on the LSR for the multi-line customer will be pulled from the batch. CLECs will receive a jeopardy notification and must submit a supplemental LSR to work the orders.		AT&T believes the entire customer should be removed from the batch. (AT&T – p. 10).	12/3/2003 OPEN 1/7/2004 – AT&T would be willing to close if Qwest is willing to document the process that is followed when one order falls out on an LSR and that it is the CLECs responsibility to work back when there are a series of related orders. Qwest accepts and will commit to documenting the process	1/7/2004 – AT&T agrees to CLOSE 21a.
P-21b	Impact on batch of trouble on one single line within a batch	Qwest has considered the issue based on Comments from CLECs on 12/1/03 and will agree to move the orders through the Batch Hot Cut process so		Qwest must clarify its process when multiple customers are in the batch, and one customer's order must be cancelled. (Eschelon – p. 14)	CLOSED as to what happens when one order must be cancelled within a batch - Qwest has considered the issue based on Comments from CLECs on 12/1/03 and will agree to	12/12/2003 - 21b CLOSED as to what happens when one order must be cancelled within a batch - Qwest has considered the issue based on Comments from

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| | | | long as there were at least 25 lines in the original batch and at least 20 qualified lines remain in the batch. Note that Qwest is unable to split LSRs. | If a single order falls out of the batch process, leaving fewer than 25 lines in the order, can Qwest automatically process the LSR(s) under the "basic" process rather than rejecting or jeoping the entire batch and requiring CLEC to resubmit the order with new due dates? (MCI – Forum)

Same question as MCI above – but what if a single order is removed from a batch of 50 orders? (Eschelon – Forum) | move the orders through the Batch Hot Cut process so long as there were at least 25 lines in the original batch and at least 20 qualified lines remain in the batch. Note that Qwest is unable to split LSRs.

12/3/2003 OPEN – Qwest to take back the question of whether the orders that fall out of the batch hot cut process can be automatically processed using the standard hot cut process.

12/17/2003 Qwest response: Automatic processing is not feasible given the efficiency, timeliness and cost parameters of the Batch Hot Cut process.

12/19/2003 – MCI – Tim Gates will take back whether it wants to continue to pursue some sort of automatic processing for orders that fall out of the batch process

1/7/2004 – MCI has discussed and will not pursue automatic processing CLOSED | CLECs on 12/1/03 and will agree to move the orders through the Batch Hot Cut process so long as there were at least 25 lines in the original batch and at least 20 qualified lines remain in the batch. AT&T, MCI, Covad, McLeod & Eschelon agree to close.

1/7/2004 – MCI will not pursue automatic processing of order that fall out of the batch process. MCI agrees to CLOSE issue 21b. |
| 21c | What happens when there is an error in the Qwest database, then how does Qwest | | What if CLEC has done the checks into the RLDT or other tools and yet their order becomes jeopardized because IDLC is | 12/10/2003: The jeopardized order would not be processed as a part of the batch. However, Qwest has modified its position to allow for the | 12/12/2003 – Eschelon IMPASSE on 21c– as to handling of orders that are jeopardized as a result of |

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	handle the situation and what ability does the CLEC have to get the batch through?		present, but wasn't noted in the database? (Eschelon – Forum) 12/12/2003: MCI question - How does the Raw Loop Data Tool get updated?	remainder of qualified lines in the batch to continue to be processed so long as at least 20 lines remain in the batch. While IDLC information is available in the RLDT, in some rare instances, the IDLC may not appear in the RLDT. If the information is missing, the CLEC has the capability of notifying Qwest of the missing information via the RLDT. 12/12/2003 - IMPASSE for Eschelon– as to handling of orders that are jeopardized as a result of inaccurate or incomplete information in the Qwest database.	inaccurate or incomplete information in the Qwest database. 12/12/2003 - CLOSED as to MCI question–The RLDT regularly dips into LFACs and gets updates. If a manual look up is requested by the CLECs, then LFACs, and consequently, RLDT, are updated with information discovered in the manual look-up. Qwest would update the systems automatically; the CLEC does not have to take further action to affect the updates.
P-21d	What cure period applies for Customer Not Ready situations?	12/19/2003 - After the single order that has trouble in the batch is jeopardized, the Jeopardy notices for that order would follow the standard process that exists. The four-hour window applies. The below URL provides information on the CNR process. http://www.qwest.com/wholesale/clecs/provisioning.html	When jeopardy notice is provided for a Customer Not Ready (CNR) - will the four-hour window be imposed? Will the order be cancelled if the CLEC doesn't correct or get another order into the batch? (Clauson – Eschelon – Forum)	12/10/2003 as modified in 12/12/2003 Forum: 12/3/2003 OPEN – Qwest will take bake the question of whether the 4-hour window applies. 12/19/2003 – Qwest will take back providing a response the specifically address how a Customer Not Ready situation will be handled. 1/7/2004 – Qwest provided an explanation of the process for addressing a Customer Not Ready Situation.	1/7/2004 – AT&T, MCI, Covad & McLeod agree to CLOSE 21d

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				Based on explanation – AT&T, MCI, McLeod and Covad agree to CLOSE 21d	
P-22	Does the process have a step to prevent premature disconnection of a line in a "no dial tone" condition?	Yes – if there is a no dial tone condition, and the line is part of a multi-line customer, all lines on the LSR will be jeop'd and the cut will not occur. If the customer has multiple CSRs,, then it is the responsibility of the CLEC to make sure the LSRs associated with each other are related.	Is there a process that would automatically remove a multi-line customer from the batch in the event there is trouble found on a single line within that customer's multi-line group? (AT&T – p. 10) Provide the CLECs with the citation to PCAT or other documentation on what happens with a single LSR and also what happens when there are related lines on multiple LSRs and a single line for a multi-line customer experiences no dial tone (Lichtenberg – MCI and Finnegan-AT&T – Forum)	AT&T thinks may be able to close this issue if Qwest can provide the citation to the documentation that describes what happens when a single line on a single LSR is found to have no dial tone. Qwest will take back – providing the CLECs with the citation to PCAT or other documentation on what happens with a single LSR and also what happens when there are related lines on multiple LSRs and a single line for a multi-line customer experiences no dial tone Qwest will also take back – whether CLECs using an RPON to relate the orders results in the orders falling out for manual handling.. 12/10/2003: The material is not contained in the PCAT. LSRs and RPON relationships are discussed generally in the IMA User's Guide Once the BHC process is finalized Qwest will ensure that the underlying documentation contains a reference to this material along with the detailed documentation on the BHC process itself.	1/7/2004 – AT&T agrees to CLOSE 1/7/2004 – MCI agrees to CLOSE

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				12/12/2003 – OPEN - Qwest will take back providing detail on exactly where information can be found for a single LSR situation with multiple lines as well as multiple LSRs with RPONs. 12/12/2003 – OPEN – Qwest will take back the question of whether using RPONs to relate orders causes the orders to fall out for manual handling. 12/17/2003 – Qwest Response - Yes, the LSR containing a RPON will drop for manual handling within the service order processing group. The RPON field is populated by the CLEC with data that assists them in internally tracking PON's for whatever reason they deem necessary. The RPON field is often populated when the LSR involves a reuse of facilities, multiple requests for the same location, due date. Only the LSR containing the RPON indicator in a RPON relationship will drop for manual handling. 12/19/2003- Qwest will clarify whether a CLEC will be able to verify on their PSON whether the order is included in the Batch.	

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				1/7/2004 – Qwest provided explanation regarding what CLEC is able to determine based on information on the PSON. Based on that discussion AT&T & MCI agree to close.	
P-23 (See also P-3 and P-24 and S-1)	Timing for notifying CLECs when a batch is completed Method of notice to CLECs	Qwest proposes to notify the CLECs when all lines in the batch have been completed and will do so via an electronic spreadsheet. In addition, Qwest currently sends FOCs and SOCs to CLECs electronically. Further, Qwest changes the status within EDI within one (1) hour of completion of the service order activities to identify that LSR requests are completed. Qwest will also notify the CLECs when the batch has started via the new **web-based status tool**. The Trap and Trace option will also identify when the batch begins. 1/6/2004 - Qwest will submit a change request to Change Management as soon as it has fully defined the requirements for the status tool. There are clarification meetings that are	Notification upon completion of the entire should occur prior to completion of the entire batch (AT&T – p. 7) Completion of a cut should trigger an electronic SOC within 10 minutes of the cut. Qwest must send EDI provisioning and completion notifications to close out the LSR. (MCI – p. 13) Batch Hot Cut process should not result in all-day hot cuts (Eschelon – p. 17)	12/3/2003 OPEN – 1/7/2004 – MCI would like Qwest to take back the suggestion of having the Status Tool perform updates more frequently than 30 minutes.	1/7/2004 – IMPASSE as to timing and method of notice to CLEC of batch completion

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		held to accommodate CLEC input prior to submitting the CR.			
P-24 (See also P-3 & P-23)	How will CLECs know which orders in the batch were completed?	Qwest proposes to notify the CLECs when all lines in the batch have been completed and will do so via an electronic spreadsheet. In addition, Qwest currently sends FOCs and SOCs to CLECs electronically. Further, Qwest changes the status within EDI within one (1) hour of completion of the service order activities to identify that LSR requests are completed. 1/6/2004 - Qwest will also notify the CLECs when the batch has started via the status tool. The Trap and Trace option will also identify when the batch begins. 1/6/2004 - Qwest will submit a change request to Change Management as soon as it has fully defined the requirements for the status tool. There are clarification meetings that are held to accommodate CLEC input prior to submitting the CR	The CLEC needs accurate information regarding the exact lines that were cut over. (AT&T – p. 11)	1/6/2004 – Today, this would be IMPASSE for AT&T as to existing proposal that has CLECs pulling information from Qwest as opposed to the information being pushed to the CLEC by Qwest. The issues are (1) notification via the website when there is a no dial tone issue discovered by Qwest and (2) notification via the website of the initiation and completion of the batch. 1/7/2004 – MCI supports the web-based system proposal, particularly if it can use it in conjunction with Trap and Trace. MCI looks forward to working with Qwest on the requirements document associated with the proposed status tool as part of the clarification meetings provided for in CMP. MCI believes the status tool needs to be developed as an "API" so that information can be shared back and forth. 1/7/2004 – AT&T does not want to commit at this time to a "pull" solution as Qwest currently proposes and preclude some sort of "push" technology such as some sort	1/7/2004 – IMPASSE as to the issue of whether a web-based status tool is sufficient to provide information to the CLECs on status or is an e-mail or other type of "push" technology appropriate.

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				of EDI message or something through the IMA GUI. 1/7/2004 – McLeod would like Qwest to take the issue back of enhancing EDI to provide for capability to notify CLECs when a batch begins in addition to the status information already provided via EDI. 1/7/2004 - Qwest response is that it has already explored enhancing EDI and found that the update intervals associated with updating status in EDI would likely be longer than those associated with Qwest's web-based status tool proposal. 1/7/2004 – McLeod will continue to evaluate the Trap and Trace option. McLeod position is that the web-based status tool is, in large part, a duplication of information that CLECs obtain today via EDI (with the exception of the jeopardy notices)	
P-25	Impacts of Batch Hot Cut on Databases and directory listings (e.g., LIDB, CNAM etc.)	Order flow will not change from the existing process, consequently, databases will not be impacted	Clarify the impact to LIDB/CNAM databases when customers move from UNE-P to UNE-L (MCI – p. 8)	12/3/2003 - OPEN - MCI wants written response from Qwest on the timing for the 911 unlock. When does it happen? Qwest will take back to provide written response, but also advised within the Forum that the 911 unlock will be batched and	12/12/2003 – CLOSED based on additional discussion during 12/12/2003 Forum and Qwest's commitment to note 911 activities on Batch Hot Cut flow diagram and providing detail concerning those activities

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				processed to the PSAP at 6:00 p.m. on the day of the cut. It is the same process used today.	in the underlying Task List, MCI believes this issue can be CLOSED.
			Migration of directory listings "as is" should be allowed. (MCI - Forum) MCI also recommends examining any existing processes to see if additional procedures are required to address what happens in the event Qwest receives a trap and trace request from a PSAP in between the time the order has been cut and when the 911 unlock is processed	12/10/2003: 911 unlock is sent in a batch format to the PSAP for all orders completed as of 6pm on the day of completion. This is the same process as used today.	MCI agrees to consider the issue of migration of directory listings "as is" CLOSED. – Sherry Lichtenberg
P-26 (See also S-1)	Is there an escalation process for Batch Hot Cuts?	Qwest's current escalation process will be used for the Batch Hot Cut process Any issues prior to the day of the cut go through the ISC (Escalation Center). On the day of the cut, Qwest will provide CLEC a spreadsheet on completion of the batch and will provide a timeframe prior to closing out the orders where the CLECs can call the ISC and work through issues associated with orders in the batch. This process will be documented in CLEC-facing documentation as a part of the Batch Hot Cut Process.	An escalation process should be developed for the Batch Hot Cut, including addressing multiple escalation tickets and priority for resolution (Eschelon – p. 14) Eschelon wants to ensure that escalation process will address multiple escalation tickets and that escalation centers are trained in the components and implications of a batch process. (Eschelon – Forum)	12/3/2003 OPEN - Once the batch hot cut process is finalized, training, methods and procedures and documentation concerning the batch hot cut process, how orders will be associated in the batch, etc. will be provided to the centers within Qwest that are involved in the cut process. CLEC documentation concerning the process will also be created and CLEC training made available Qwest will take back the issue of whether CLEC employees can be trained along with Qwest employees 12/19/2003 – Qwest evaluated this request and did not see the benefit of having CLECs participate in Qwest employee training. In this process,	1/7/2004 – MCI agrees to CLOSE 1/7/2004 – AT&T agrees to CLOSE 1/7/2004 - Covad agrees to CLOSE 1/7/2004 – McLeod agrees to close.

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